

Message

From: Snyder, Jim [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=18260D02987D49E280FC03D2A8D18DDD-SNYDER, JIM]
Sent: 6/8/2017 8:43:19 PM
To: McReynolds, Gregory [Gregory.McReynolds@vw.com]
Subject: RE: Q5, 3.0L TDI Maintenance

Monday is okay. I won't be here Friday anyway.
Jim

From: McReynolds, Gregory [mailto:Gregory.McReynolds@vw.com]
Sent: Thursday, June 08, 2017 4:25 PM
To: Snyder, Jim <Snyder.Jim@epa.gov>
Subject: RE: Q5, 3.0L TDI Maintenance

Hi Jim,

Wanted to touch base with you. Our tenth day based on submission of our recall plan is Monday 6/12. Initially, we planned to delivery tomorrow but this week has been super busy and we ran into a couple of issues caused delay. Therefore, if you're not opposed, we'd like to deliver both vehicles on Monday. Would anytime between say 10 a.m. and 3 p.m. work out OK for you? Please let me know your preference.

On the Q5, 3.0L TDI. We ran into a couple of things I wanted to bring to your attention. First, this vehicle is an A-B test vehicle for fuel economy. We sent the vehicle to TRC in OH for mileage accumulation to get it to within the +/- 4,000 miles required in appendix B using the standard road cycle (believe you and Rob discussed this a couple of weeks ago). We also have used TRC for baseline emissions testing in the past. Unfortunately, they equipment went down requiring us to bring the vehicle back to Auburn Hills. We then contracted with FCA, Chrysler to have their lab do our tests which should conclude tomorrow.

On Monday, 6/5, we did a readout after getting the Q5 back from TRC and noticed the vehicle some stored faults in the system related to refueling (during mileage accumulation), and a single low pressure fuel pump trouble code stored. The low pressure pump code occurred very early in the mileage accumulation, around 17K but TRC failed to notify us. We have an active Technical service bulletin related to this low fuel pressure fault. The code cleared at the next start/run cycle while at TRC and didn't reoccur during the rest of the mileage accumulation. We did do a code clear yesterday, in advance of our baseline FTP/US06 tests at FCA as we wanted all trouble codes cleared before our tests. We have readouts of the vehicle at every step of the process and I'm happy to share any of this you'd like to review along with the Technical Service bulletin, etc. Also, if you have any concerns, please feel free to call me to discuss.

Thanks Jim,

Greg

Greg McReynolds
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From: Snyder, Jim [<mailto:Snyder.Jim@epa.gov>]
Sent: Tuesday, June 06, 2017 4:07 PM
To: McReynolds, Gregory <Gregory.McReynolds@vw.com>
Subject: RE: Q5, 3.0L TDI Maintenance

Thanks, I initially misread that.

From: McReynolds, Gregory [<mailto:Gregory.McReynolds@vw.com>]
Sent: Tuesday, June 06, 2017 3:55 PM
To: Snyder, Jim <Snyder.Jim@epa.gov>
Subject: RE: Q5, 3.0L TDI Maintenance

Hi Jim,

One Q5.

Greg

From: Snyder, Jim [<mailto:Snyder.Jim@epa.gov>]
Sent: Tuesday, June 06, 2017 3:47 PM
To: McReynolds, Gregory <Gregory.McReynolds@vw.com>
Subject: RE: Q5, 3.0L TDI Maintenance

To clarify, is it one Q5 or two Q5s coming?

From: Snyder, Jim
Sent: Tuesday, June 06, 2017 3:34 PM
To: 'McReynolds, Gregory' <Gregory.McReynolds@vw.com>
Cc: Sutschek, Rob <Rob.Sutschek@vw.com>
Subject: RE: Q5, 3.0L TDI Maintenance

Thanks for the update. I had just asked Rob about this but I think he's in transit.
Jim

From: McReynolds, Gregory [<mailto:Gregory.McReynolds@vw.com>]
Sent: Tuesday, June 06, 2017 3:31 PM
To: Snyder, Jim <Snyder.Jim@epa.gov>
Subject: RE: Q5, 3.0L TDI Maintenance

Hi Jim,

Thank you for the quick response. We will perform the maintenance in advance on the Q5 and will do before and after readouts and document. We have an Audi Q5, and an Audi A7 both being delivered to you. Both are generation 2, passenger car, 3.0L TDIs. Please let me know if you have any questions or concerns.

Kind regards,

Greg

From: Snyder, Jim [<mailto:Snyder.Jim@epa.gov>]
Sent: Tuesday, June 06, 2017 2:21 PM
To: McReynolds, Gregory <Gregory.McReynolds@vw.com>
Subject: RE: Q5, 3.0L TDI Maintenance

Hi Greg, I'd rather you do the maintenance prior to delivery. What other vehicles are you planning to deliver? Our contractor would like to know what to plan for.

Jim

From: McReynolds, Gregory [<mailto:Gregory.McReynolds@vw.com>]
Sent: Tuesday, June 06, 2017 1:44 PM
To: Snyder, Jim <Snyder.Jim@epa.gov>
Subject: Q5, 3.0L TDI Maintenance

Hi Jim,

I hope all is well with you. We have a Q5 3.0L TDI that's due for delivery to you by the end of the week. The 25K maintenance light is currently on, the vehicle is at 24,612 miles. Would you prefer for us to wait on the maintenance or do it in advance of your receiving it? Our recommendation per service manual is within +/- 1,000 miles of 25,000 miles. Please let me know your preference.

The 25k entails

- Engine oil/filter change
- Fill Ad-blue
- Check wheel and tire/rotate
- Check wiper performance
- Check brake wear
- Reset service reminder

Thanks Jim,

Greg